



# Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** May 14, 2019

**Subject:** Report PPL19-022  
Library CEO Report May 2019

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## Purpose

A report to inform the Library Board of Trustees on general matters concerning Library operations and services.

## Recommendation

That the Library Board approves the recommendation as outlined in Report PPL19-022 dated May 14, 2019, of the Library CEO as follows:

That the report be received for information.

## Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of this report.

## Background

### Art in the Library

The SPARK photography festival was well received in April at the Library. We hosted the juried exhibit and exhibits from two local photographers.

The next art exhibit will take place in June and will feature something from the Women's Book Art Collective.

### **Programming**

Staff are developing an evaluation tool to assess the success and areas of improvement in our program offerings. This was an area identified in the strategic planning process as needing attention. We believe that we are offering valuable programming, but we would like some feedback from those attending (and not attending if possible) to improve and grow.

Check out the [Events Calendar](#) on the Library website for up to date information about library programs and events.

### **Collections**

The Committee has determined that the print reference collections at both Main and DelaFosse are no longer viable and will be downsized. It is a severely underused part of the collection. The plan is to incorporate some of the items into the general circulating collection and withdraw the older items that contain outdated/inaccurate information.

There was a staff proposal to possibly establish an indigenous materials collection as well as develop a new cataloguing framework for the classification of indigenous materials that is more contemporary and positive in nature which also meets recommendations outlined in the Truth & Reconciliation process.

### **Security Services and Incidents**

Incidents at the library continue to occur. These range from minor disagreements to theft, reports of drug use, and inappropriate behaviour in a public facility. Security guard services continue to be a great support for staff.

### **Cafe update**

The Library is looking for a new solution for the Cafe space. The local option we were exploring is no longer a possibility. We would like to continue to work with the Peterborough Sport & Wellness Centre to find a solution to providing cafe services at both our locations.

### **Library Commons update**

Work on the Library Commons (corner of Simcoe and Aylmer Streets) has started up again. Their goal is to have the space completed by the end of June, including the installation of the Public Art piece.

## SOLS

The name *Ontario Library Services* has created some confusion and worry about the status of local library services. Our primary source of operating funds come from the City of Peterborough. SOLS and OLS-North operate on provincial funding, which makes up approximately 5% of our operating budget. The City funds 90% of our operating costs.

*Southern Ontario Library Service (SOLS) was established in 1989 and is mandated to deliver programs and services on behalf of the Ontario Minister of Tourism, Culture and Sport by:*

- *Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and*
- *Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.*

*SOLS grew out of an amalgamation of regional library systems that themselves had provided support and development services to the libraries in their regions for decades. SOLS now serves the public libraries of almost 200 municipalities from Windsor to the Quebec border and north to Muskoka and ranging in population from hundreds to hundreds of thousands. Many of their services are provided collaboratively with OLS-North.*

As a result of the 2019 provincial budget tabled, SOLS was informed by the Ministry their operating grant would be reduced by approximately 50%. This is a substantial cut which must be absorbed by SOLS in the current 2019-20 fiscal year.

The Interlibrary Loan (ILLO) service has been suspended indefinitely. The online access tool (ZPortal) is blocked until May 31, 2019 from receiving or sending new requests while the back log gets sorted and decisions are made at SOLS. We will not accept any new ILLO requests until a decision is made by SOLS about the future of the service.

The courier service coordinated and run by SOLS has been eliminated. We no longer have access to send items back and forth to other libraries across Ontario with the SOLS courier routes and must look into an alternative if we wish to continue to offer any type of interlibrary service. This does not affect delivery service to the DelaFosse branch which is done twice a week through the City's courier service.

There is a Canada Post Book Rate which provides some cost savings to mail items to other libraries, but it may still be a cost prohibitive solution. At the moment, we lend out more than we receive and it is the lender who pays for the postage charges. In 2018 we shipped out 2,948 items to other libraries and received 1,834. If we estimate a cost of \$3 per book this service would have cost us \$8,844 in 2018 (Return postage is included, and costs are based on the weight of the package).

Staff time to prepare items for loan would increase if we were to continue with the postage method. It is a more labour-intensive process than the courier was.

Items ordered through ILLO varied. Often, they were titles we did not have available (niche material, out of print, lost/damaged, a missing part of a series, etc.) or genealogical materials. There were approximately 50-75 very active users of the service, with another 25 or so periodic (once or twice per year) users.

We are hoping for an update from SOLS on their next steps by the end of May. Updates will be provided as more information is received.

Submitted by,

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Library CEO

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